

Enterprise Incident Report November 2012

As of 12/4/2012

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Governor's Office	Application Development	Steve Stalter	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Capitol Desktop Support	Chad Poll	1 1	12 11	0 0	13 12
		Assigned to Individual Total	1 1	12 11	0 0	13 12
	Help Desk	Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
Governor's Office	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Robert Wall	0 0	14 5	0 0	14 5
		Assigned to Individual Total	0 0	15 5	0 0	15 5
	Metro A Help Desk	Ed Conrad	0 0	1 1	0 0	1 1
		Edward Fortner	0 0	1 1	0 0	1 1
		Liz Evans	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	0 0	1 0
		Steve Gibb	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	Doug Brown	0 0	6 6	0 0	6 6
		Matthew Earl	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	8 8	0 0	8 8
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total	
Governor's Office	Network Operations	Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Technical Lead/Project Manager	Mart Gardner	0 0	1 0	0 0	1 0	
		Martin Gonzalez	1 1	0 0	0 0	1 1	
		Pete Freeman	0 0	0 0	1 0	1 0	
		Assigned to Individual Total	1 1	1 0	1 0	3 1	
	Voice Operations	Romanza Hamblin Sorensen	0 0	7 6	0 0	7 6	
		Assigned to Individual Total	0 0	7 6	0 0	7 6	
	Assigned Group Total		2 2	59 35	1 0	62 37	
	Customer Company Total			2 2	59 35	1 0	62 37

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Governor's Office	Application Development	Steve Stalter	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Capitol Desktop Support	Chad Poll	1 0	12 0	0 0	13 0
		Assigned to Individual Total	1 0	12 0	0 0	13 0
	Help Desk	Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Governor's Office	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Robert Wall	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	0 0	1 0
		Steve Gibb	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	Doug Brown	0 0	6 0	0 0	6 0
		Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Governor's Office	Network Operations	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Mart Gardner	0 0	1 1	0 0	1 1
		Martin Gonzalez	1 1	0 0	0 0	1 1
		Pete Freeman	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 1	1 1	1 0	3 2
	Voice Operations	Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		2 1	59 3	1 0	62 4
Customer Company Total			2 1	59 3	1 0	62 4

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Governor's Office	Application Development	Steve Stalter	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Services	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Dustin Crump	0 0.00	1 0.12	0 0.00	1 0.12
		Mart Gardner	0 0.00	2 2.45	0 0.00	2 2.45
		Tony Larsen	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	5 1.11	0 0.00	5 1.11
	Capitol Desktop Support	Chad Poll	1 0.00	12 0.00	0 0.00	13 0.00
		Assigned to Individual Total	1 0.00	12 0.00	0 0.00	13 0.00
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTIR Total
Governor's Office	Metro A Desktop Support	Burton Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Wall	0 0.00	14 0.04	0 0.00	14 0.04
		Assigned to Individual Total	0 0.00	15 0.04	0 0.00	15 0.04
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Edward Fortner	0 0.00	1 0.36	0 0.00	1 0.36
		Liz Evans	0 0.00	3 0.03	0 0.00	3 0.03
		Assigned to Individual Total	0 0.00	5 0.09	0 0.00	5 0.09
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 0.67	0 0.00	1 0.67
		Steve Gibb	0 0.00	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total	0 0.00	2 0.52	0 0.00	2 0.52
	Metro D Help Desk	Doug Brown	0 0.00	6 0.00	0 0.00	6 0.00
		Matthew Earl	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.26	0 0.00	1 0.26

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			High	Low	Medium	ATTIR Total
Governor's Office	Network Operations	Assigned to Individual Total	0 0.00	1 0.26	0 0.00	1 0.26
	Strategic Communications	Luis Larios	0 0.00	1 0.51	0 0.00	1 0.51
		Assigned to Individual Total	0 0.00	1 0.51	0 0.00	1 0.51
	Technical Lead/Project Manager	Mart Gardner	0 0.00	1 2.81	0 0.00	1 2.81
		Martin Gonzalez	1 46.81	0 0.00	0 0.00	1 46.81
		Pete Freeman	0 0.00	0 0.00	1 0.07	1 0.07
		Assigned to Individual Total	1 46.81	1 2.81	1 0.07	3 16.56
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	7 0.10	0 0.00	7 0.10
		Assigned to Individual Total	0 0.00	7 0.10	0 0.00	7 0.10
	Assigned Group Total		2 23.41	59 0.20	1 0.07	62 0.95
Customer Company Total			2 23.41	59 0.20	1 0.07	62 0.95

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Governor's Office	Application Development	Steve Stalter	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Capitol Desktop Support	Chad Poll	1 0	12 0	0 0	13 0
		Assigned to Individual Total	1 0	12 0	0 0	13 0
	Help Desk	Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Governor's Office	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Robert Wall	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	0 0	1 0
		Steve Gibb	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Help Desk	Doug Brown	0 0	6 0	0 0	6 0
		Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Governor's Office	Network Operations	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Mart Gardner	0 0	1 0	0 0	1 0
		Martin Gonzalez	1 1	0 0	0 0	1 1
		Pete Freeman	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 1	1 0	1 0	3 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		2 1	59 1	1 0	62 2
Customer Company Total			2 1	59 1	1 0	62 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Governor's Office	Application Development	Steve Stalter	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Services	Danielle Hood	0 0.00	1 0.28	0 0.00	1 0.28
		Dustin Crump	0 0.00	1 0.21	0 0.00	1 0.21
		Mart Gardner	0 0.00	2 2.45	0 0.00	2 2.45
		Tony Larsen	0 0.00	1 2.15	0 0.00	1 2.15
		Assigned to Individual Total	0 0.00	5 1.51	0 0.00	5 1.51
	Capitol Desktop Support	Chad Poll	1 0.00	12 0.16	0 0.00	13 0.15
		Assigned to Individual Total	1 0.00	12 0.16	0 0.00	13 0.15
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTR Total
Governor's Office	Metro A Desktop Support	Burton Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Wall	0 0.00	14 0.50	0 0.00	14 0.50
		Assigned to Individual Total	0 0.00	15 0.47	0 0.00	15 0.47
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.18	0 0.00	1 0.18
		Edward Fortner	0 0.00	1 0.53	0 0.00	1 0.53
		Liz Evans	0 0.00	3 0.17	0 0.00	3 0.17
		Assigned to Individual Total	0 0.00	5 0.26	0 0.00	5 0.26
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 1.48	0 0.00	1 1.48
		Steve Gibb	0 0.00	1 5.02	0 0.00	1 5.02
		Assigned to Individual Total	0 0.00	2 3.25	0 0.00	2 3.25
	Metro D Help Desk	Doug Brown	0 0.00	6 0.00	0 0.00	6 0.00
		Matthew Earl	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Network Operations	Brian Chatwin	0 0.00	1 1.87	0 0.00	1 1.87

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			High	Low	Medium	ATTR Total
Governor's Office	Network Operations	Assigned to Individual Total	0 0.00	1 1.87	0 0.00	1 1.87
	Strategic Communications	Luis Larios	0 0.00	1 32.66	0 0.00	1 32.66
		Assigned to Individual Total	0 0.00	1 32.66	0 0.00	1 32.66
	Technical Lead/Project Manager	Mart Gardner	0 0.00	1 2.81	0 0.00	1 2.81
		Martin Gonzalez	1 46.83	0 0.00	0 0.00	1 46.83
		Pete Freeman	0 0.00	0 0.00	1 0.07	1 0.07
		Assigned to Individual Total	1 46.83	1 2.81	1 0.07	3 16.57
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	7 0.52	0 0.00	7 0.52
		Assigned to Individual Total	0 0.00	7 0.52	0 0.00	7 0.52
	Assigned Group Total		2 23.42	59 1.12	1 0.07	62 1.84
Customer Company Total			2 23.42	59 1.12	1 0.07	62 1.84

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Detail

INC000000598579	Alexander Scott Metro A Desktop Support	PC/Laptop Robert Wall	Error Governor's Office	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000601051	Lena Ward Metro D Desktop Support	Application Steve Gibb	Error Governor's Office	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.38 5.02
INC000000601098	Connie Wettlaufer Strategic Communications	EIS Hardware Luis Larios	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.51 32.66
INC000000601315	Michael Green Metro D Desktop Support	Application Michael Schmidt	Error Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.67 1.48
INC000000601561	Catherine Dibona Metro A Desktop Support	Application Robert Wall	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.04
INC000000601967	Catherine Dibona Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.09 1.33
INC000000602033	David Stringfellow Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602175	Catherine Dibona Metro A Desktop Support	PC/Laptop Robert Wall	Error Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 4.33
INC000000602442	Mary Lou Emerson Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602534	Virginia Orozco Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602792	Catherine Dibona Metro A Desktop Support	None Robert Wall	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000603068	Catherine Dibona Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.96
INC000000603078	Joanne Slotnik Application Services	Mobile Devices Dustin Crump	Error Governor's Office	Novell GroupWise PDA Connec Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.21
INC000000603295	David Stringfellow Network Operations	Application Brian Chatwin	Error Governor's Office	M86 Low	Closed	TIR Missed: No TTR Missed: No	0.26 1.87
INC000000603400	Joanne Slotnik Application Services	Application Tony Larsen	Error Governor's Office	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.52 2.15
INC000000603450	Denise Brems Metro A Desktop Support	Network Burton Brown	Incident Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000603544	Clifford Strachan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000603791	Bartly Mathews	Application	Error	None		TIR Missed: No	0.36
	Metro A Help Desk	Edward Fortner	Governor's Office	Low	Closed	TTR Missed: No	0.53
INC000000604005	Samantha Julian	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03
INC000000604008	Samantha Julian	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03
INC000000604019	Samantha Julian	Application	Error	Internet Explorer		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.34
INC000000604195	Cheralyn Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000604241	Kamron Dalton	None	None	None		TIR Missed: No	0.18
	Application Development	Steve Stalter	Governor's Office	Low	Closed	TTR Missed: No	0.18
INC000000604371	Ann J Carrillo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000604552	Audrey M Curtis	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000604893	Jackie Jameson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000604947	Audrey M Curtis	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.18
INC000000605081	Samantha Julian	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.24
INC000000605652	Catherine Dibona	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.08
INC000000605870	Jaclyn Burt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000605912	Michael Green	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000606632	Audrey M Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000607468	Jackie Jameson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.36

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INC000000607486	Jackie Jameson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.14
INC000000607491	Cheralyn Anderson	None	None	Gmail		TIR Missed: Yes	2.81
	Technical Lead/Project Manager	Mart Gardner	Governor's Office	Low	Resolved	TTR Missed: No	2.81
INC000000607643	Jim Grover	Telecom	Voice Mail	None		TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.07
INC000000607719	Gibson Peters	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	
INC000000607895	Joanne Slotnik	None	None	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Pete Freeman	Governor's Office	Medium	Closed	TTR Missed: No	0.07
INC000000607903	Catherine Dibona	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000607931	Alair Emory	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.12
INC000000608901	Robert Simmons	Application	Error	Gmail		TIR Missed: Yes	1.05
	Application Services	Mart Gardner	Governor's Office	Low	Closed	TTR Missed: No	1.05
INC000000609215	Ann J Carrillo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000609521	Michael Kjar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000609743	Briant Smith	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000609760	Gloria Hunt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	High	Closed	TTR Missed: No	0.00
INC000000609861	Raenee Bugarske	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.04
INC000000609864	Bruce Miya	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.02
INC000000610557	Catherine Dibona	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.10
INC000000611615	Tenielle Young	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.35
INC000000611680	Catherine Dibona	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	1.90

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Governor's Office

INC000000611872	Lena Ward	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000612380	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000612562	Ann J Carrillo	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000612635	Jo Lynn Kruse	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	1.90
INC000000612652	Catherine Dibona	None	None	Gmail		TIR Missed: Yes	3.84
	Application Services	Mart Gardner	Governor's Office	Low	Resolved	TTR Missed: No	3.84
INC000000613531	Kamron Dalton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000613845	Joanne Slotnik	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Governor's Office	Low	Resolved	TTR Missed: No	0.28
INC000000614494	Monica Taylor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000614716	Lena Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000614769	Lena Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000615888	Peter Donner	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Resolved	TTR Missed: No	0.45
INC000000616345	Greg Bell	Application	None	Postini		TIR Missed: Yes	46.81
	Technical Lead/Project Manager	Martin Gonzalez	Governor's Office	High	Resolved	TTR Missed: Yes	46.83